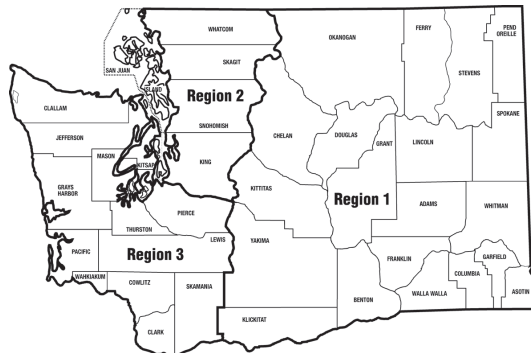


PLEASE HELP US
serve you better!

We are constantly
striving to improve,
and we need
to learn what
concerns or complaints
our participants have.
Despite our best efforts,
problems can still occur
and if they do,
we want to
hear from you!



Region 1 North

1 (800) 462-0624

TTY (509) 568-3038

1611 W. Indiana Ave.
Spokane, WA 99205-4221
Phone (509) 329-2900

Region 1 South

1 (800) 822-7840

TTY (509) 454-4321

3700 Fruitvale Blvd.
Suite 200
Yakima, WA 98909-2500
Phone (509) 225-4620

Region 2 North

1 (800) 788-2053

TTY (360) 714-5002

840 N. Broadway
Bldg. A., Suite 100
Everett, WA 98201-1288
Phone (425) 339-4833

Region 2 South

1 (800) 314-3296

TTY (206) 720-3325

1700 E. Cherry St. # 200
Seattle, WA 98122
Phone (206) 568- 5700

Region 3 North

1 (800) 248-0949

TTY (253) 572-7381

1305 Tacoma Ave. S.
Suite 300
Tacoma, WA 98402
Phone (253) 404-5500

Region 3 South

1 (800) 339-8227

TTY (360) 586-4719

Point Plaza East
Bldg. 2, 3rd Floor
6860 Capitol Blvd. SE
Olympia, WA 98504-5315
Phone (360) 725-4250

Client Complaint Policy

**We want to hear
from you.**

What Complaints will DDA help me resolve?

The Developmental Disabilities Administration (DDA) will help resolve complaints about the services and staff who provide services for you or a family member enrolled in DDA.

Complaints are sent to the Case Resource Manager/Social Worker first, unless you request them to be handled by someone else.

What can you do if you have a complaint?

- 1 Call your Case Resource Manager/Social Worker and tell them that you want to make a complaint.
- 2 If your Case Manager/Social Worker can't help you within 10 business days, they will offer to have a supervisor help out.
- 3 If the supervisor is unable to resolve your concerns within 10 business days, they will ask if you want to make a formal complaint.
- 4 If you want to make a formal complaint, the supervisor will help you contact the DDA Regional Administrator's Office.

Nondiscrimination

It is the policy of DSHS that persons shall not be discriminated against (in employment or service) because of race, color, creed, religion, national origins, sexual orientation, age, gender, presence of any sensory, mental or physical disability, use of a trained dog guide or service animal by a person with a disability, or veteran status.



Formal Complaint Process

- 1 When you call or send a written request to the DDA Regional Office, you will hear back from the person assigned to help you with your complaint.
- 2 If that person is unable to resolve your complaint within 10 business days, they will ask you if you want to have your complaint sent to DDA Headquarters for final resolution.
- 3 If you choose to send your complaint to DDA Headquarters, either the Region will forward the information to the Office of Quality Programs and Services, or you may call directly.
- 4 The Office of Quality Programs and Services will review the concerns, make a determination, and contact you with its final decision.



For more information,
visit the DDA website at:
www.dshs.wa.gov/ddd



There are also *OTHER WAYS* to let your concerns be known

- If you suspect ABUSE, NEGLECT or FINANCIAL EXPLOITATION of a child or vulnerable adult, call **1-866-363-4276** immediately and your information will be forwarded to the appropriate staff person.
- If you have a complaint about a nursing home, call the Complaint Resolution Unit at **1-800-562-6078**.
- If you have a complaint about an adult family home, assisted living or group home, call the Long Term Care Ombudsman at **1-800-562-6028**.
- If you have a complaint about a DDA Residential Habilitation Center (RHC) or a State Operated Living Alternatives (SOLA), call the DDA Regional Office.
- If you have a complaint about someone sharing your health information, contact:

DSHS Privacy Officer
Office of the Secretary
PO Box 45115
Olympia WA 98504-5115

The Department of Social and Health Services
will improve the safety and health of individuals, families and communities
by providing leadership and establishing and participating in partnerships.